



FOUR SEASONS
HOTEL
DOHA

Sustainability Management Plan



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Purpose

At Four Seasons Doha, we are committed to save our planet and be part of the solution!

Both the management and all employees of Four Seasons Hotel Doha accept the task of controlling the business's environmental impact and limiting environmental risks. Concern for the environment is a structural element of the objectives of the business/house/center.

All employees perform their tasks in line with the set procedures and the business's policy.

Four Seasons Hotel Doha complies with Qatar's environmental laws and requirements, and seeks to go a step further. With our business record, water and energy consumption data, which improve continuously our facilities and our policy making them more economical.

We endeavor to minimize paper consumption and waste production, restricting negative impact in running our business considering the air, water and soil by means of an effective environmental management system as we train our employees to help look after the environment.

The primary purpose of the Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner to develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues.

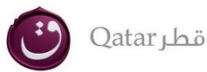
Four Seasons Doha is committed to communicate this plan to our colleagues and our guests.

Scope

The Scope of the sustainability management plan covers all initiatives and activities at the Four Seasons Doha and its integration with all colleagues, customers, suppliers, business partners, owners and other stakeholders.

Reference

Green Globe Certification Standards & Qatar Tourism Authority Requirements



الهيئة العامة للسياحة
Qatar Tourism Authority



Our Goals:

1. Energy Efficiency:

- Reduce total energy consumption while maintaining high quality service

2. Water conservation:

- Reduce water consumption in the property

3. Waste Production:

- Reduce back of the house operational waste generated

We are very aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually.

Our Sustainability Management Plan is supported by the following Policies and Procedures along with other supporting documents:

- Health, Safety and Environmental Policy
- Waste Management Plan
- Purchasing Policy
- Recruitment Policy
- Code of Business Conduct and Ethics

Sustainability Management Plan Key Areas

I. Environmental – Four Seasons Doha will be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems & landscapes, and local environmental activities.

II. Socio-cultural – Four Seasons Doha will be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities.

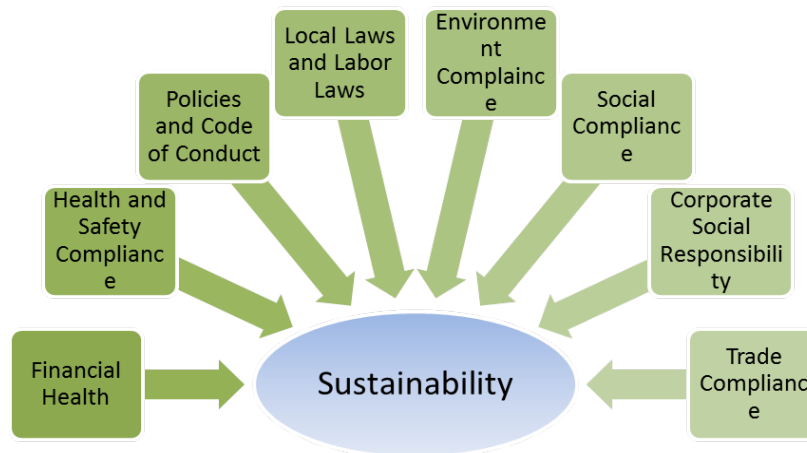
III. Quality – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

IV. Health & Safety – Four Seasons Doha complies with all established and local health and safety regulations, and ensures that both guest and colleagues are safe and secure in the environment they work and visit.

Implement a Sustainable Management Plan

Implement a Sustainable Management Plan:

Four Seasons Doha hotel shall establish and maintain the SMP complying with requirements included in this section. There are a number of elements that make up the SMP as shown below:



Legal Compliance

Four Seasons Hotel is licensed according to Qatar law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, environmental aspects, and insurance policies.

Employee Learning

We carefully recruit the best employees to work for Four Seasons, we train and stimulate our fellow employees and ourselves so that the service we give will be performed with courtesy and an ever-increasing degree of intelligence, care and pride, but without waste or extravagance.

Service Quality & Customer Satisfaction

At Four Seasons: “We treat others as we wish to be treated”, this is our Golden Role.

We have dignity and a need for pride and satisfaction in what we do. Because customer satisfaction depends on the united efforts of many, we are most successful when we work together cooperatively with everyone, and respect the contribution and importance of our fellow workers.

We will consider every guest who visits our hotel an extremely important person. It is our job to provide each guest with a level of service that is consistently excellent

We will seize every opportunity to get our guest right and wow them if we can.

We have our internal system to evaluate our performance and ensure that we exceed the expectations of our colleagues, guests and shareholders, this system allows managers to observe employees and provide constructive feedback whenever needed.

Guest feedback is highly valuable for us and it helps us to improve every day, therefore, we have online “Guest Satisfaction Survey” that our guests receive upon their departure, it consists of some questions about how the stay was and what we can do to make them even happier.

More above, we have partnership with third parties whom we trust to help us in improving and developing our services.

Accuracy of Promotional Materials

All communication regarding promotional material at Four Seasons Doha goes through the Sales, PR and Marketing team and is in line with Four Seasons guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms thorough many channels.

Local Zoning, Design and Construction

Exceptional for social events as well as national and international meetings, Four Seasons Hotel Doha offers a convenient location in the city’s West Bay business district.

With 232 guest rooms, including 57 suites, Four Seasons Hotel Doha offers intuitive service that anticipates every need. Your guests are free to make the most of their stay – whether for a week-long conference or one perfect night.

Renowned for our attentive service, Four Seasons is ideal for small- to medium-sized conferences, hosting from 15 to 700 guests. Cosmopolitan and luxurious, Four Seasons Hotel Doha features flexible function spaces. Just minutes from the city’s business center and shopping mall, it’s the perfect venue for your next board meeting, product launch or private party.

Ongoing maintenance and repairs are performed regularly with the purpose of pf being as sustainable, energy-saving and long lasting as possible, and includes use of environmental friendly materials. Every effort is been made to ensure that all appliances that have been purchased for operating the hotel are energy efficient.

Interpretation

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic via our TV systems and also verbally from our colleagues. Community lectures are carried out to educate community about sustainability.

As Qatar is predominantly a Muslim country guests are made aware of the local culture and mainly during the holy month of Ramadan.

Communications Strategy

All colleagues will receive training on environmental challenges and how to be part of the solution. Awareness training is being conducted for new joiners as part of their induction program, employees receive more training in their respective areas in the hotel as well as the housing, in how to use energy and water efficiently and how to reduce the waste.

We communicate with our guests and visitors to the hotel and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, employees, suppliers and stakeholders.

Health and Safety

Our Goal: work safely at all times; think about hazard prevention in all that we do; minimize accidents so that we, as Staff Members, can feel comfortable and confident at all times in our work environment and be proud of our commitment to safety.

The management of Four Seasons Doha has developed a comprehensive Accident and Injury Prevention Program, the goal of this program is to minimize the frequency of and severity of accidents involving staff members and to comply with the local laws and regulations that relate to our hotel. The program has been designed to eliminate physical hazards from the work environment and to train staff members in safe work practices.

Accident prevention is a vital element of any successful organization, we recognize that accidents does not only cause physical and mental pain to staff members, but are also costly in terms of lost productivity and profit. Efficient accident prevention can be directly related to increased profitability for our business, which is something that benefits all of us.

While the final responsibility for the safety program lies with the managers and supervisors, the program cannot succeed without the full cooperation of all staff members. Everyone must be on hundred percent safety conscious in everything he or she does while on the job. We are confident that with a sincere and concentrated effort from everyone, our safety goals can be achieved.

As per the Qatari law, we follow strict security, environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained so as to make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other form of communication.

Four Seasons Doha' colleagues in all departments have been trained on basic First Aid & Life Support, and our pool attendants are certified as life guards from Qatar Red Crescent

Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. We have an experienced team of engineers and technicians who maintain the facilities etc., so that we have constant check on them being in good working condition.

All necessary and mandatory safety requirements for the same are in order, such as Method Statement, Risk Assessment, and Personal Protective Equipment.

Local Law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, besides, there are audits conducted to ensure that the hotel clinic is up to the standards, HACCP audits are conducted to ensure compliance to the Food Safety Management System. New kitchen staff is trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

And, we have regular meetings to discuss any area of improvement in the above.

Social/Economic

At Four Seasons Doha, we are committed to save our planet and be part of the solution!

We have built our **Green Team**, a group of passionate Champions from all departments who will be driving all environmental and green activities in our hotel.

Green Champions are responsible for:

- The first assignment was obtaining the Green Globe Certification.
- Spread the awareness about the environmental challenges, the issues that our planet is facing and the importance of being part of the solution.
- To come up with creative green ideas in all areas to save energy & water and to reduce the waste.
- Driving internal and external green & CSR activities.
- To be part of the local environmental communities and non-profit organizations.
- Participate in all environmental activities when organized by local organizations.
- Ensure having consistent and proper communication between all colleagues about all environmental activities.
- Give back to our community by participating in charity and donation events.

Local Employment

Supporting a robust companywide National Development program, Four Seasons Doha proactively supports the recruitment and development of Qatar nationals within Qatar at various managerial level positions across its operational and support function, with a view that such Qatar nationals may, will be supported, mentored and guided to grow and move into leadership positions across the company.

Fair Trade

Four Seasons Doha Hotel is committed to deal with authorized suppliers and official distributors who offer supplies with the highest quality in the market.

Our priority is to select the suppliers who provide eco-friendly products and ensure they have certifications.

Local Entrepreneurs

We have chosen to specialize within the hospitality industry, by offering only experiences of exceptional quality.

Our objective is to be recognized as the company, which operates the finest hotels, resorts and residences wherever we are located, and to do so profitably. To achieve this distinction we must excel in all areas of our business.

Meanwhile, at Four Seasons Doha we do engage in organizing events and activities that portray the local culture, especially during Ramadan, Eid, and Qatar National Day.

Respect Local Culture

Doha is the capital city and most populous city of the State of Qatar. The city is located on the coast of the Persian Gulf in the east of the country. It is Qatar's fastest growing city, with over 50% of the nation's population living in Doha or its surrounding suburbs, and it is also the economic center of the country.

Qatar is predominantly a Muslim country and as such guests and colleagues are made aware of the local culture.

Culture Awareness training and Information of the same is provided through the orientation for new joiners, multimedia or through books and magazines. Our colleagues are trained on Arabic and Qatari culture standards.

Exploitation

Four Seasons Doha is in strict compliance to the Qatar Labor Law and its relations. Hence, appropriate policies are in place against the employment of children, discrimination, sexual harassment, and exploitation. The element of exploitation is supported by:

- Equal Employment Opportunity & Diversity
- Ethical Behavior Policy
- Code of Business Conduct and Ethics

Equitable Hiring

Four Seasons Doha promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labor laws, and offer conditions and wages superior to the minimum requirements.

Four Seasons Doha employs people of many nationalities – currently we have no less than 50 different nationalities. Women candidates are encouraged to apply across all levels of the business.

Employee Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with Qatar labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.

Basic Services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflects positive influence in the community

Culture Heritage

The staff at Four Seasons Doha is trained to guide guests towards the cultural sights and events and/or entertainment/ restaurants that the guests are most interested in. Local Qatar culture and idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, guest can read through the basic do's and don'ts in their complementary tourist guide.

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Four Seasons Doha places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses.

Our colleagues actively participate in culture trips for example to Qatar Museum and Souq to stay culturally connected and to keep our guest and visitors refreshed on the culture and heritage of Doha.

Environmental

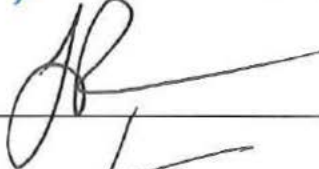




At Four Seasons Doha, we are taking major steps to increase the awareness between our colleagues and make them behave and act every day while thinking about our environment and its challenges, and how we can be part of the solution.

Our Green Champions are taking vital initiatives in all departments to ensure we are using all resources of energy in efficient way, reduce water consumption as well as reducing the waste.

Green Champions Initiatives:

- Garments biodegradable wrap instead of plastic wrap (Laundry Department)
- Room Keys made of PVC recycled plastic (Front Office Department)
- Replacing plastic take away boxes with either biodegradable or carton (F&B Department)
- The use of glass water bottles as opposed to plastic water bottles in hotel internal meetings (Banquet Department)
- Researching sustainability options with our coffee vendors (F&B Department)
- Recycling of the water bottle cap only (F&B Department)
- Decrease the amount of displayed plastic water bottles and replace with water dispenser stations (Spa Department)
- Reviewing current set up of recycled trash cans at hotel (Health and safety Department)
- Researching sustainability options for our Pool and Beach water bottle (F&B Department)
- Installing a machine that will process the Food Waster into compost (F&B Department)

Management Acknowledgement

Name	Title	Signature
Andrea Obertello	Hotel Manager	
Jason Rodgers	Director of Rooms	
Turgay Cafrak	Director of Finance	
Manuel Santos	Director of Food and Beverage	
Rana Al Oran	Director of Human Resources	
Kemal Bayik	Director of Marketing	
George Kourousis	Director of Engineering	



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